



Austin/Travis County Health and Human Services Department

Our role in public health is to:

PROMOTE community-wide wellness, preparedness, & self-sufficiency;

PREVENT illness, injury, & disease; and

PROTECT the community from infectious diseases, environmental hazards, & epidemics



Current Framework Self-Sufficiency Continuum for Social Services

Public Health and Human Services Subcommittee

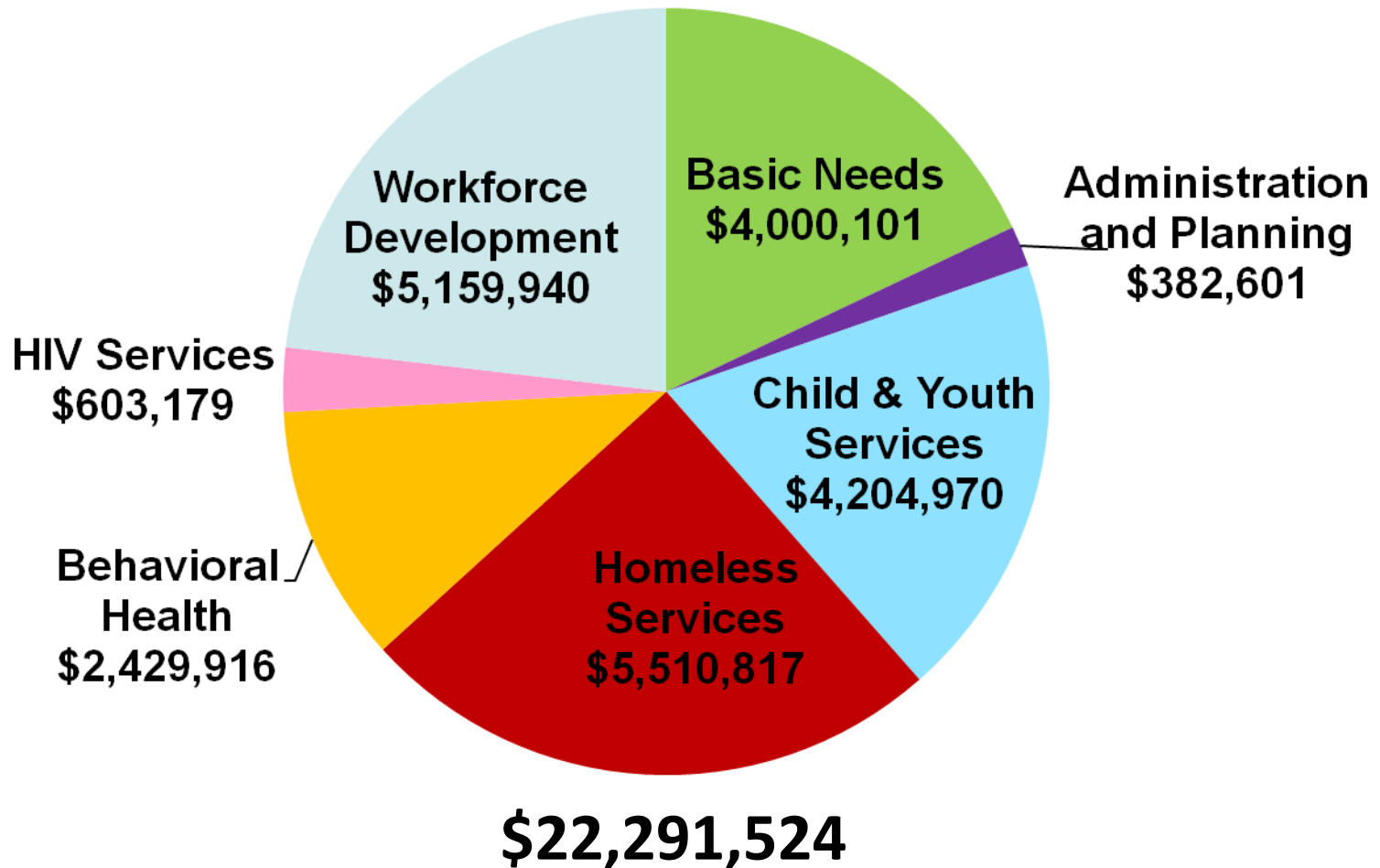
Robert Kingham, Manager

August 20, 2013

Social Service Investment

- April 2012 – start of 30-month contracts from 2010 RFP addressing Self-Sufficiency Continuum
 - Safety Net/Infrastructure Services
 - Transition Out of Poverty
 - Problem Prevention
 - Universal Support Services
 - Enrichment
- Serves clients living at or below 200% of poverty
- Victims of violence and abuse

Social Service Investment



Homeless Services

Funding supports:

- Austin Resource Center for the Homeless operated by Front Steps which serves primarily single men
- Austin Shelter for Women & Children operated by Salvation Army
- Salvation Army downtown shelter which serves men, women and children.
- Safe Place which serves domestic violence victims
- Basic needs, emergency/short term/ transitional housing, housing search assistance, case management, connection to mainstream benefits, employment assistance, behavioral health services and transitional housing programs.
- Permanent Supportive Housing (PSH) services for several social service and homeless assistance agencies in Austin. These services include case management, behavioral health, assistance with public benefits, connection to a medical home, and housing stability.

\$5,510,817

Workforce Development

Funding is used by community-based organizations to deliver workforce development services to unemployed and underemployed individuals with the goal of transitioning individuals and families out of poverty and promoting self-sufficiency.

Services provided through these contracts include

- basic literacy and GED studies
- computer and financial literacy training
- job skills training
- trade school and community college education
- employment search and placement assistance
- employment retention services

\$5,159,940

Child & Youth Services

Early Childhood services provide improved learning and developmental environments for young children

- direct child care
- child care quality improvement
- child development

Services are closely coordinated with Travis County and United Way Success By 6.

Youth services focuses on the lives of youth and adolescents and their needs by addressing areas of opportunity, out of school time, youth enrichment, and healthy development.

\$4,204,970

Basic Needs

Funding is used by community-based organizations to deliver services to individuals and families addressing the most fundamental aspects of daily living such as food, housing, utilities, safety, and personal care.

Currently funded services include:

- emergency/short term housing
- utility assistance
- case management
- public benefits navigation
- food delivery
- bill payer assistance
- legal/guardianship services

\$4,000,101

Behavioral Health

Funding is used by community-based organizations and the Local Community Mental Health Authority to support an array of Behavioral Health and Intellectual and Developmental Disability services for individuals and families.

These services provide a process for change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

\$2,429,916

Social Service Investment FY13 Performance

Total number of individuals served: **35,607** YTD (Oct-Jun)

Outcome Measures:

- Percent of households that maintain housing or transition into housing: **82%**
- Percent of individuals who maintain or increase income: **66%**
- Percent of individuals making progress toward their treatment plan goals: **82%**
- Percent of children and youth progressing to the next developmental or academic level: **86%**
- Percent of individuals demonstrating improved life skills and/or knowledge: **48%**

Social Service Investment Successes

- **Caritas** – 62 y/o client with a lifetime of alcohol abuse began therapy. After 2 visits, despite his initial protest, jokingly said “I actually like THOSE 1-hour meetings”.
- **Blackland Community Development Corporation** – An individual came to BCDC with her daughter; they were both homeless at the time. She was moved into a transitional housing program and worked with a case manager.
- **Workforce Solutions** – As of June 30, 2013, Work and Education Readiness Continuum partners had provided services to more than 1,738 unique clients, including:
 - 50% of enrollees who have increased their income are now earning a “self-sufficiency wage” (\$10/hr+)

Social Service Investment Successes

- **Capital IDEA** – Since the program began in 1998, over 1,040 participants have entered the Central Texas workforce. Those entering in the last year did so with average starting wages of nearly \$40,000 a year, which is three times their annual earnings when they entered the program.
- **Salvation Army** – A single woman who has a history of recurring homelessness went to the Salvation Army Shelter where she enrolled in the Employment Service Program and attended the Job Search Workshop. She found full time employment and moved into the Women's Worker Dorm. She later began working with the Passages case manager. She is now living in Skyline Terrace.
- **Front Steps** has provided 54 units of Permanent Supportive Housing using the Housing First model with a 70% retention rate and success housing hardest to serve: criminal histories, poor rental/utility histories, mental illness and addiction backgrounds.

Social Service Investment Successes

- **Communities in School** – A student was referred to CIS for his “anti-social” behavior. The CIS Program Manager involved the student in a support group where he would have opportunities to interact positively with peers. His behavior changed significantly over the course of the year. He got caught up with all of his course work and interacted positively with peers and adults on campus. The teacher who referred him stated at the end of the year that he was “the most changed senior.”
- **Any Baby Can** – “gave me the tools for me to help myself and to seek help from other agencies in the community. They helped me to become a better wife to my husband by giving us the opportunity to take couples therapy. Any Baby Can also helped to make me a better mother to my children with the Parents as Teachers program. In short, they have helped me to see that there is a future for me and my family. Now when I get up I can see every day as bright and shiny and not as drab and gloomy. Any Baby Can helped me to get up and fight for this beautiful day that God has given me.”



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PROMOTE community-wide wellness,

PREVENT disease, and

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Social Services Investment Framework

Public Health and Human Services Subcommittee

August 20, 2013

Carlos Rivera, Director
Stephanie Hayden, Assistant Director

Current Framework

Self Sufficiency Continuum for Social Services

☐ **Safety Net**

☐ **Transition Out of Poverty**

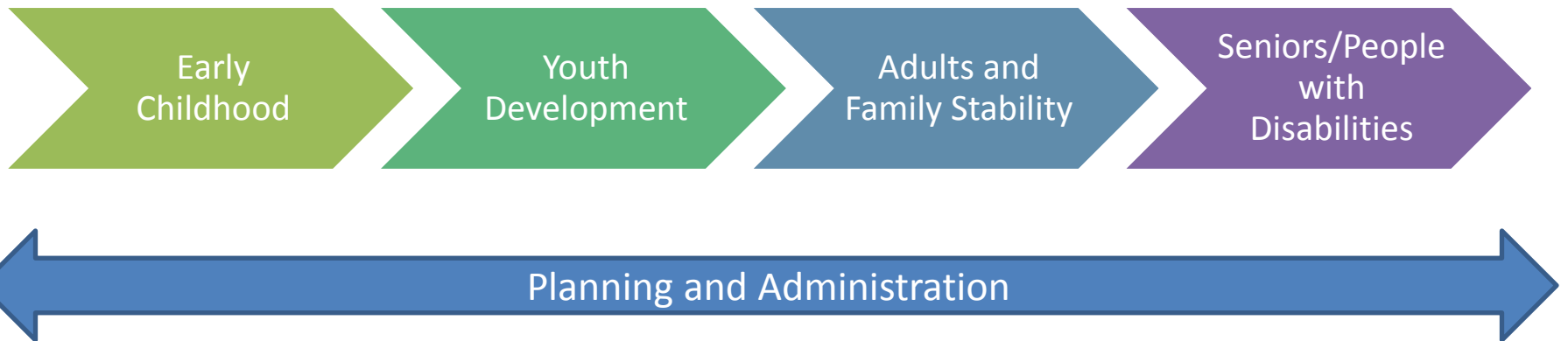
☐ **Problem Prevention**

☐ **Universal Support Services**

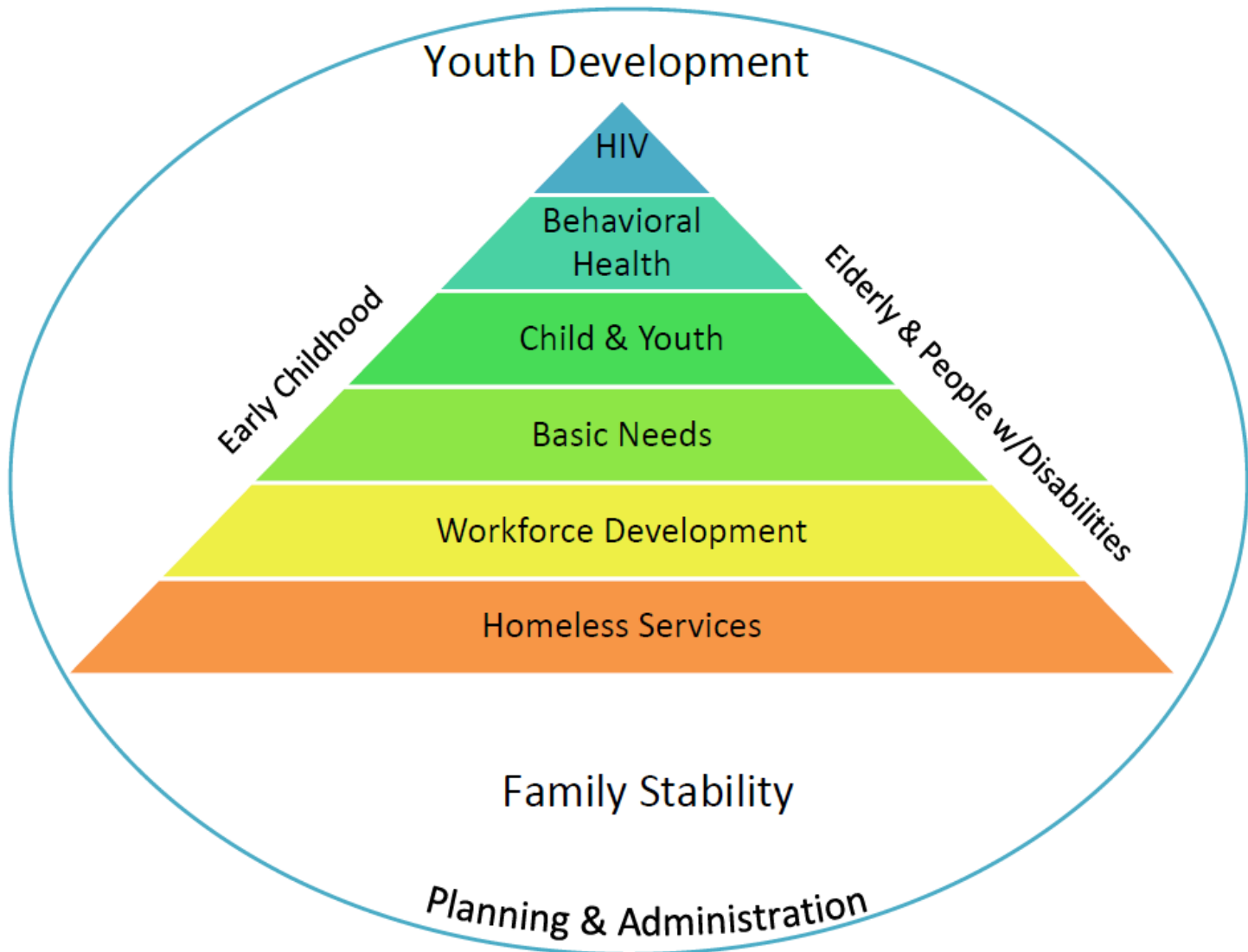
☐ **Enrichment**

Social Services Framework

Life Continuum Framework



Social Services Framework



Community Input Process

Community meetings were held with the following partners to review and provide feedback to the framework:

- CAN Issue Area**
- One Voice**
- Ready by 21**
- Travis County**
- United Way**

Social Services Timeline Option A

- **May 18, 2013** Obtain CMO Approval of Proposed Process
- **May 21, 2013** Present Proposed Process to PHHS
- **June 18, 2013** Present Proposed Process to PHHS
- **August 20, 2013** Present Proposed Process to PHHS; Obtain PHHS Recommendation for Council
- **October 17, 2013** Present HHSD/PHHS Proposed Process to Council
- **October 22, 2013** Present RFA proposed scope of work and other documents to PHHS; Obtain PHHS Recommendation for Council
- **November 21, 2013** Present HHSD/PHHS proposed scope of work and other documents to Council
- **December 2, 2013** Release RFA
- **January 23, 2014** Proposals Due From Respondents
- **March 20, 2014** Complete Proposal Evaluations
- **April 15, 2014** Present HHSD Recommendations to PHHS; Obtain PHHS Recommendation for Council
- **June 12, 2014** Present HHSD/PHHS Recommendations to Council; Obtain Authorization to Negotiate & Execute Contracts
- **October 2014** Notification to existing agencies for contract end
- **March 31, 2015** Existing Contracts End
- **April 1, 2015** New Contracts Begin

Social Services Timeline Option B

- **May 18, 2013** Obtain CMO Approval of Proposed Process
- **May 21, 2013** Present Proposed Process to PHHS
- **June 18, 2013** Present Proposed Process to PHHS
- **August 20, 2013** Present Proposed Process to PHHS;
- **October 15, 2013** Present Proposed Process to PHHS; Obtain PHHS Recommendation for Council
- **November 21, 2013** Present HHSD/PHHS Proposed Process to Council
- **December 17, 2013** Present RFA proposed scope of work and other documents to PHHS; Obtain PHHS Recommendation for Council
- **January 8, 2014** Present HHSD/PHHS proposed scope of work and other documents to Council
- **February 25, 2014** Release RFA
- **May 1, 2014** Proposals Due From Respondents
- **July 31, 2014** Complete Proposal Evaluations
- **September 16, 2014** Present to recommendations to PHHS
- **October 23, 2014** Present HHSD Recommendations to PHHS; Obtain PHHS Recommendation for Council
- **December 18, 2014** Present HHSD/PHHS Recommendations to Council; Obtain Authorization to Negotiate & Execute Contracts
- **March 2015** Notification to existing agencies for contract end
- **September 30, 2015** Existing Contracts End
- **October 1, 2015** New Contracts Begin

Next Steps

- **Ongoing Research and Analysis**
- **City's Anti-Lobbying Ordinance**
- **Develop RFA**
- **Finalize the Evaluation Process**
 - **Approved matrix**
 - **Scoring tool**
 - **Weighted scoring**
 - **Bonus points for collaborations, healthy work environment and leverage**
- **Present RFA scope of work to CMO, PHHS and Council**

Social Services Investment Framework

Questions or Comments